

July 2006
Volume 13, Issue 6

FLEET FORUM

GENERAL SERVICES ADMINISTRATION
SOUTHEAST SUNBELT REGION

Welcome to the latest edition of the Southeast Sunbelt Region's Fleet Forum. It is designed to provide information on upcoming events and items of interest to GSA Fleet customers.

Securing Your GSA Vehicles During Natural or Man-Made Disasters

As the 2006 hurricane season approaches, it is important to ensure your agency is prepared. Preparing for all natural disasters is essential. These include: floods, tornados, ice storms, blizzards, earthquakes, terrorist, chemical, and biological disasters. Watch your areas' weather reports for potential weather trends that may affect your area.

When the potential of a disaster approaches, you must take precautionary steps to secure your GSA vehicles. When needed, vehicles should be moved to safer areas. For instance, if your vehicles are on a barrier island or in the path of the storm surge, they should be moved to higher ground. Remember, vehicles lost during disasters are assets needed later to perform your duties and you should take into consideration that these units will be needed in the future. If they can be secured in covered storage to prevent damage from wind, water, and debris this should be done.

Once the disaster strikes and passes, contact your FSR for assistance. Any vehicle damage should be immediately reported to the GSA Accident Management Center. Vehicle damage due to Acts of Nature or Man Made Disasters will be charged to the customer since our leasing rates do not recover these unforeseen events. So please, secure your vehicles as best you can when Acts Of Nature or a Man Made Disasters are foreseen.

GSA Fleet associates always strive to provide our very best support to all customers. Contact your FSR if you are impacted by a disaster.

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Vehicle Leasing
(Vehicle Rates)



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Associate Spotlight

Rick Ingram

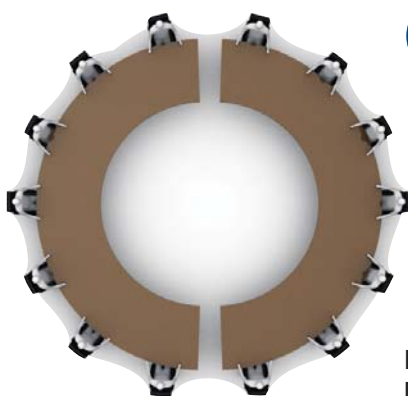


After graduating from high school in 1987, Rick joined the U.S. Coast Guard where he spent six years on active and reserve duty. During that time, he was stationed on Coast Guard Cutters home ported in Miami Beach, FL and San Pedro, CA. After leaving the Coast Guard, he attended Southeastern Louisiana University and earned a BA in Criminal Justice, graduating with honors in 1998.

He began his GSA career in October 1998 at the Mississippi Fleet Management Center in Jackson, MS. While he worked as a Fleet Service Representative at the Jackson Fleet Office, he attended Belhaven College, and earned a Master of Business Administration degree in 2002. In October 2004, he was promoted to Senior Fleet Service Representative at the Florida Fleet Management Center located in Merritt Island, FL.

Rick enjoys supporting GSA Fleet customers and their widely varied missions. He says it's rewarding when an agency informs him that they could not successfully complete their mission without vehicle support from GSA Fleet.

Customer Focus Groups



Come and listen as your FMC shares with you the latest and greatest of GSA Fleet! Listed to the right are the meeting dates during July and August. Please Note: Some FMCs just finished their Customer Focus Groups and will host new sessions in the Fall. Please contact your FSR for specific meeting details and upcoming meeting dates.

FL FMC

August 16th -
Miami, FL

August 23rd -
Cocoa Beach, FL

August 30
Tampa, FL

Gulf Coast FMC

August 23th -
Montgomery, AL

GSA Investigations of Credit Card and Repair Vendor Fraud

GSA Office of Inspector General, (OIG) recently announced significant arrests and judicial actions on referrals from GSA Fleet referrals concerning fraudulent activity in use of GSA Fleet credit card and repair vendors.

- On June 28, 2006 an individual who worked at a local repair body shop in Philadelphia, PA was sentenced by U.S. District Judge Eastern District of Pennsylvania, on two felony charges, Wire Fraud and Possession of Firearms by a convicted felon. The suspect pled guilty and was sentenced to 2 years supervised probation, a \$5,849.12 fine and 50 hours of community service. The investigations were conducted by GSA OIG, with the assistance of the Philadelphia Police Department. The case broke open when a procurement review was conducted and two vendors were in collusion in submitting false repair estimates to the GSA Fleet Accident Management Center for vehicle repairs. The second vendor pleaded guilty and was sentenced to 3 years probation, a \$5,000 fine, and was debarred from ever receiving Government work.



- On April 5, 2006, the GSA OIG, with the assistance of the City of Columbus, GA Police Department, made an arrest of an individual for fraudulent use of the Fleet credit card. The suspect was a civilian contractor who worked at Fort Benning, GA. The suspect illegally removed the credit card from the Army Base and used the card for his personal use and gain. The suspect used the credit card to purchase 117 separate fuel transactions for his vehicle and to sell fuel to other unidentified individuals, for \$11,482. The missing credit card was found in the suspect's wallet. The suspect will be charged with 117 felony counts of Financial Transaction Fraud.

- On March 2, 2006 the GSA OIG, with the assistance of the Henry County, GA Police Department arrested one of several suspects involved in using a stolen Fleet credit card to purchase fuel from several fuel service stations. The suspect was arrested while in the act of using the credit card to purchase gasoline. In addition to having possession of the stolen credit card, a small amount of marijuana was also found on the suspect. During a weekend National Guard drill exercise, the suspect illegally removed the card from the site. He used the card to purchase 207 separate fuel transactions for his vehicle and allowed the card to be accessed by several acquaintances to purchase fuel for their vehicles. The total amount of fuel fraud was \$8,184. The suspect will be charged with 207 felony counts of Financial Transaction Fraud and one misdemeanor count of Possession of Marijuana.

Fuel Surcharge

Effective July 1, 2006, there is a 4.7% increase in your monthly mileage rate to compensate for the extraordinary increases in fuel prices. Your monthly rate will remain unchanged. Please visit our website for the new rates for the remainder of FY06 and FY07. Visit www.gsa.gov, **Services, Vehicle Leasing (Vehicle Rates)**

GSA Fleet Vehicle Operations Orientation

GSA Fleet Representatives (FSRs) now have an 11 minute DVD available to show customers the Do's and Don'ts on operating GSA Fleet vehicles and update you on GSA Fleet policies and procedures. They will be showing the DVD during customer visits and Focus Groups. They will be glad to show it to your drivers if desired. Contact your FSR for details!

AMC CORNER

Glass Replacements

All glass replacements, to include windshields, side glass, back glass, etc. are now processed by the Accident Management Center. Due to the high volume of glass authorizations, you do not need to contact your specific AMC Technician for glass repair. Just call the AMC at 1-800-325-2958 and press "1" for Atlanta, which handles the Eastern and Central time zones and press "2" for Kansas City, which handles the Mountain and Pacific time zones.

Timely Repairs

In order for the AMC to process your accident we must have an estimate from a repair facility to authorize repairs on your government vehicle. Once repairs are authorized by the AMC, please take the vehicle to the repair shop as soon as possible. We do not want customers driving damaged vehicles, which may jeopardize your safety. If you need assistance with obtaining a repair estimate or are unable to schedule the repairs immediately, please contact the AMC at 1-800-325-2958.

New AMC Manager

The Atlanta Accident Management Center welcomes Penny Hargett as the new AMC Manager. Penny started with GSA in 1989 in the GSA Fleet Regional Office in Atlanta, GA. She moved to the Fleet Management Center at Fort Gillem, GA in 1992. In 1996 the Accident

Management Center was established in Region 4 and Penny was one of the original accident technicians. She was promoted to Lead Technician in 2001 and promoted to AMC Manager in June 2006. She lives in Acworth, GA, with her daughter Sydney.



New AMC Associate

The Atlanta Accident Management Center welcomes Dave Codner a new AMC Technician. Dave retired from the U.S. Air Force after 22 years in the vehicle maintenance/management career field. His last assignment was at Dover Air Force Base Delaware, as the Vehicle

Fleet Manager, responsible for all maintenance repair and management of a diverse fleet of 800 vehicles. He earned a Master of Science degree in Management from Troy State University. Dave is married to Kim and they have three daughters: Kashante (20), Kasheka (19) and Charell (17).



MCC CORNER



Check Your Brakes

A simple brake inspection can keep your vehicle safe and prevent costly repairs. If your vehicle's brake peddle travels close to the floor when you push it or feels soft, please call the MCC to have your brakes checked. A low peddle can indicate that your brakes are worn. Do not wait until you hear a grinding noise before taking your vehicle to a repair vendor. A grinding noise indicates that brake pads are completely worn down to the metal backing and are grinding in to the rotors.

This condition can destroy the rotors, lead to brake failure, and increase repair costs. If you have any questions about your vehicle's brakes please call the MCC at 1-888-622-6344.

Watch for Vendor "Up Selling"

If you have a vehicle repair or Preventative Maintenance service for under \$100.00, do not allow the vendor to sell you items that are not needed! These items are traditionally: 3,000 mile oil changes, wiper blades, air filters, fuel filters, and belts. Your oil change is due for most vehicles every 7,500 miles or when the oil change sensor light is illuminated. If your wiper blades give you a clear vision and are not torn, do not replace them. Air filters are normally good for 30,000 miles unless you drive in dusty conditions. Fuel filters are good for 60,000 to 80,000 miles if you have gasoline engine, and serpentine belts last up to 100,000 miles.

Make sure you really need these items before giving the vendor authorization. If you have a question when talking with a vendor, call the MCC at 1-888-622-6344, before authorizing the repair. This will help to keep our vehicle expenses low, and we can pass these savings onto you in our low vehicle lease rates!



Does Your GSA Fleet Vehicle Have an Illuminated Dashboard Light?

Vehicle safety is our number one priority and we want to be sure our customers are driving their GSA Fleet vehicle under safe vehicle conditions. Please do not ignore illuminated dashboard lights. An illuminated light may be as simple as resetting the vehicle's sensor, or a more serious safety related condition. Check your vehicle's dashboard, and if you have an illuminated dashboard light, call the MCC at 1-888-622-6344 for a local vendor in your area.



Buckle up and have a safe summer driving experience!

Fuel Savings Tip as Gas Prices Soar

With gas prices exceeding three dollars a gallon in many parts of the country, everyone is looking for ways to save money at the pumps. Listed below are a few tips that will save on both gas and maintenance:

- **Vehicle gas caps**
About 17% of vehicles have gas caps that are either damaged, loose or are missing altogether, causing 147 million gallons of gas to vaporize every year.
- **Under inflated tires**
When tires aren't inflated properly it's like driving with the parking brake on and can cost a mile or two per gallon.

Turn to page 7 for more fuel-saving tips!

GSA Vehicle Auctions

Are you looking for a well-maintained pre-owned vehicle? Well, mark your calendar to attend one of our vehicle auctions! GSA Fleet vehicles are sold by public auction. With the exception of GSA Fleet associates and their immediate household families, if you are 18, years old you can bid on these well-maintained vehicles. If you work for a Government agency that leases vehicles from GSA Fleet, we advise you verify with your agency you may purchase vehicles at auction.

Our five auction facilities and upcoming auction dates are listed to the right for your convenience.

These are preliminary dates, so be sure to check the website to verify that dates have not changed.

Auctions allow time beforehand for vehicle inspection. Vehicles may be started but not moved. Bidders are advised to inspect vehicles carefully. Deficiencies when known will be listed in the auction catalog (provided at the auction facility) or will be announced prior to the sale. There are additional provisions for warranties and refunds.

To become a registered bidder to purchase during an online vehicle sale, you must contact the auction house prior to the sale date.

See our website for additional information:
<http://autoauctions.gsa.gov>

**Atlanta Auto Auction-
Red Oak, GA**
Aug 17, Sept 21

**Chattanooga Auto Auction -
Chattanooga, TN**
Aug 8, Sept 6

**Daytona Auto Auction -
Daytona Beach, FL**
Aug 9, Sept 13

**Rawls Auto Auction-
Leesville, SC**
Aug 15, Sept 19

**Rea Brothers Mid-South
Auction - Pearl, MS**
Aug 3, Sept 7

National Safety Program

The GSA Fleet National Safety Program addresses serious issues with GSA Fleet vehicle crashes. On average 115 people die everyday in car accidents in the United States—one every 13 minutes—and we want to do our part in reducing this alarming statistic.

The mission of our National Safety Program is to reduce overall crashes and incidents by targeting specific areas of risk and to establish a clear/consistent message with the help of professionally-supported programs that will assist in building overall safety awareness throughout GSA and its customers.

GSA Fleet is pro-active in promoting vehicle safety to our customers. Currently, we are researching/testing online safety programs, testing virtual driving simulators and participating in Government-wide safety programs.

The GSA Fleet Accident Management Center (AMC) now has a Safety Video Library that customers can borrow. The AMC's video selection is broad and covers all types of driving conditions and can offer safety and good driving tactics to agency drivers. To learn more about obtaining a video, visit www.gsa.gov, Services, Vehicle Leasing,



National Safety Program, Driver Safety & Vehicle Operation Video Library. If you have additional questions regarding the GSA Fleet National Safety Program or would like a list of available videos, contact Lauren Allen at 703-605-2929.

Attention DOD Customers: Are You Taking Advantage of Speed Pay?

Speed Pay is GSA's preferred form of payment processing for DOD customers. It allows you to enter vehicle accounting information and will help simplify bill payments for both DOD and GSA.

By signing up for Speed Pay, you will be able to enter accounting information for monthly mileage, non-accident, and accident billings. GSA will utilize this

information to generate an electronic bill directly to your agency, which will eliminate certifying and mailing invoice copies. You can view your bill on-line 24/7 via Web Bill located on GSA's Fleet Drive-Thru website.

One of the many convenient options available through Speed Pay is the ability to apply the same information to all vehicles within a

customer number, or input information on a per-vehicle basis.

To begin, please have your customer number and access code handy, and simply log on to GSA's Fleet Drive-Thru website at www.gsa.gov/fleetdrivethru. Give your FSR a call if you have any questions.

Credit Card Ordering Procedures

GSA Fleet's Southeast Sunbelt Region's procedure for ordering Voyager Fleet Credit Cards is provided below. Please dial 404-331-3070 when ordering a replacement credit card. The recording will direct you on the following procedures.

- Each agency's Point of Contact (POC) must request all replacement credit cards. Please e-mail sefleetcreditcards@gsa.gov or fax

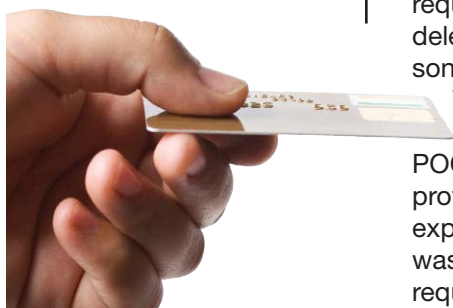
404-331-1879 with your credit card requests. You will need to provide the following information:

1. Vehicle tag number.
2. Reason card needs to be replaced, was it (lost, stolen, damaged)
3. If the card was lost or stolen, a statement explaining the circumstances and steps taken to find the card must be provided.

- If the POC is on leave and unable to submit a request, the POC should delegate an alternate person to submit requests.

The alternate must copy the agency's POC on the email and provide a statement explaining why the POC was unable to submit the request.

- Emails must contain government extensions (.gov, mil, etc.) and faxes must contain an agency letterhead to be processed. If your agency's email does not contain a government extension, your agency's name must be easily recognized by the email address.
- Credit cards will be shipped by FedEx to the agency's POC and should be received within 7 days from GSA receiving the written request. Each agency's POC has the authority to have a credit card mailed to an alternate location. This information must be included in the written request.



More Fuel Savings Tips

• Worn spark plugs

A vehicle can have either four, six, or eight spark plugs, which fire as many as 3 million times every 1,000 miles, resulting in a lot of heat and electrical and chemical erosion. A dirty spark plug causes misfiring which wastes fuel. These should be replaced when recommended by the manufacturer.

• Dirty air filters

An air filter that is clogged with dirt, dust and bugs chokes off the air and creates a "rich" mixture — too much gas being burned for the amount of air, which wastes gas and causes the engine to lose power. Replacing a clogged air filter can improve gas mileage by as much as 10 percent, saving about 15 cents a gallon.